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WELCOME TO THE ELECTRONIC VISIT VERIFICATION (EVV) LOCATION SERVICES INFORMATIONAL TRAINING

Presented By:

California Department of Social Services (CDSS)

CMIPS & Systems Enhancement Branch

March 2023

Housekeeping

- Today's meeting is scheduled to last approximately 1.5 hours.
- If you are disconnected from the webinar, please click the link in your original notice to re-enter the webinar.
- We have set aside time for comments and questions at the end of the presentation.
- During the question and answer period we will open the chat and participants will be able to raise their hand and will be called on to unmute. We will also read questions aloud from the chat.

What We Will Cover Today

- What is Changing? What This Means.
- EVV Options
  - New IHSS EVV Mobile Application
  - Enhancements to Electronic Services Portal (ESP) and the Telephone Timesheet System (TTS)
- Timesheet Adjustments
- Q & A

What Is Changing?

The federal Centers for Medicare & Medicaid Services (CMS) provided additional guidance that requires California's EVV solutions to electronically confirm the geo-location of all non-live-in In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) providers at the start and end of each workday.

Effective July 1, 2023, all IHSS/WPCS providers who **do not live** with the recipient they work for are required to check-in and out at the beginning and end of each work day from the location where services are provided. These individuals will identify if they are providing services in the "community" or in the recipient's "home" at the time they check-in and out.

The EVV changes will only impact non-live-in providers. Live-in providers and recipients are **not** affected by this change.

What This Means

- At ***the start and end of each workday***, providers who do not live with the recipient they are providing services for are required to check-in and check-out using the new IHSS EVV Mobile Application, ESP, or TTS.
- Geo-location will only be electronically confirmed at the time a provider checks-in and checks-out when selecting 'home.'
- Geo-location ***will not be collected throughout*** the day or when a provider identifies as being in "the community" when they check in or out.

What This Means (cont.)

- Non-live-in providers who provide both IHSS and WPCS services for a recipient will be required to check-in & check-out for both programs separately.
- The check-in and check-out information will conveniently auto-populate on the provider's electronic timesheet.
- There are no penalties if a provider makes a mistake during check-in & check-out. Providers can fix entries prior to submitting their timesheet to their recipient for approval just like today.

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EVV Check-In/Out Options

Non-Live IHSS/WPCS Providers are able to check-in/check-out each workday using any of the following options which can be used inter-changeably.

- The new IHSS EVV Mobile App.
- The Electronic Services Portal (ESP)
- Telephone Timesheet System (TTS)

Next we will walk through each option for check-in and out.

ELECTRONIC VISIT VERIFICATION CHECK-IN/OUT

IHSS EVV Mobile App

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IHSS EVV Mobile App

- To make it easy for providers, CDSS created the IHSS EVV Mobile App to allow providers to easily check-in and check-out.
- The mobile app can be accessed through any app enabled device such as a smart phone or tablet.
- The mobile app ***will not*** track a provider's location throughout the day.
- Geo-location will only be electronically confirmed at the time a provider of checks-in and checks-out when selecting 'home.'

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IHSS EVV Mobile App Download/Installation Requirements

To use the IHSS EVV Mobile App, Non-Live-In IHSS/WPCS Providers must first:

- Download the free IHSS EVV Mobile App. through Apple's App Store for iOS, or the Google Play Store for Android devices.

Users can search for the app. using the following keywords:

- IHSS, EVV, EVV App, IHSS App, WPCS, CDSS, EVV Mobile, or Electronic Visit Verification
- Select **California's** IHSS Program EVV Solution for IHSS/WPCS Providers
- To install, click on any of the following icons/graphics:

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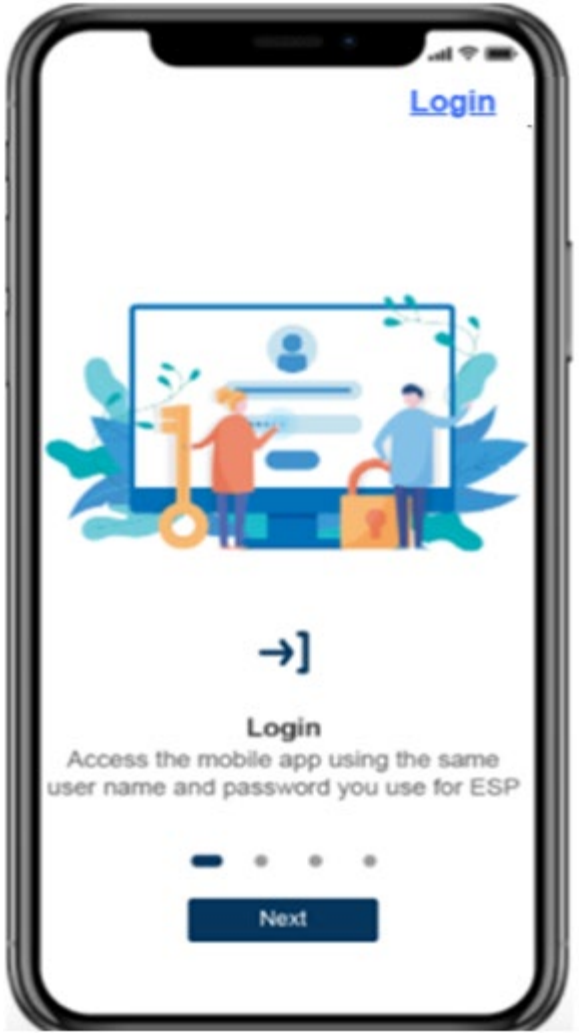
IHSS EVV Mobile App
Onboarding Screen(s)

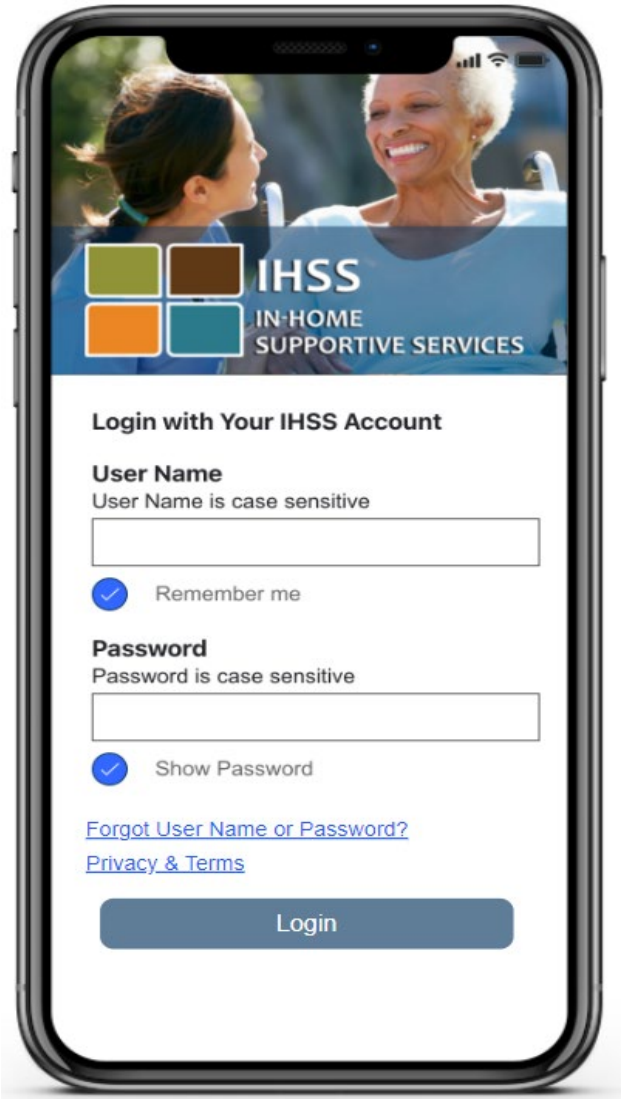
- After installing the IHSS EVV Mobile app, providers will access the **Onboarding screen(s)** when they ***first*** open the mobile app.

- The Onboarding screen(s) quickly displays the features of the application. To proceed providers can select the **Next button**.

- To bypass the Onboarding screen(s) and go directly to the **IHSS EVV Login screen** providers can select the **Login link** in the upper right-hand corner.



IHSS EVV Mobile App
Login Screen



- The login screen displays the IHSS name and logo.
- Providers will use the same user name and password that they use for their ESP account. There is no need to register.
- If you update your password on ESP it automatically updates on the app.
- App features allow providers to stay logged in, and retrieve their user name or password if they forget.

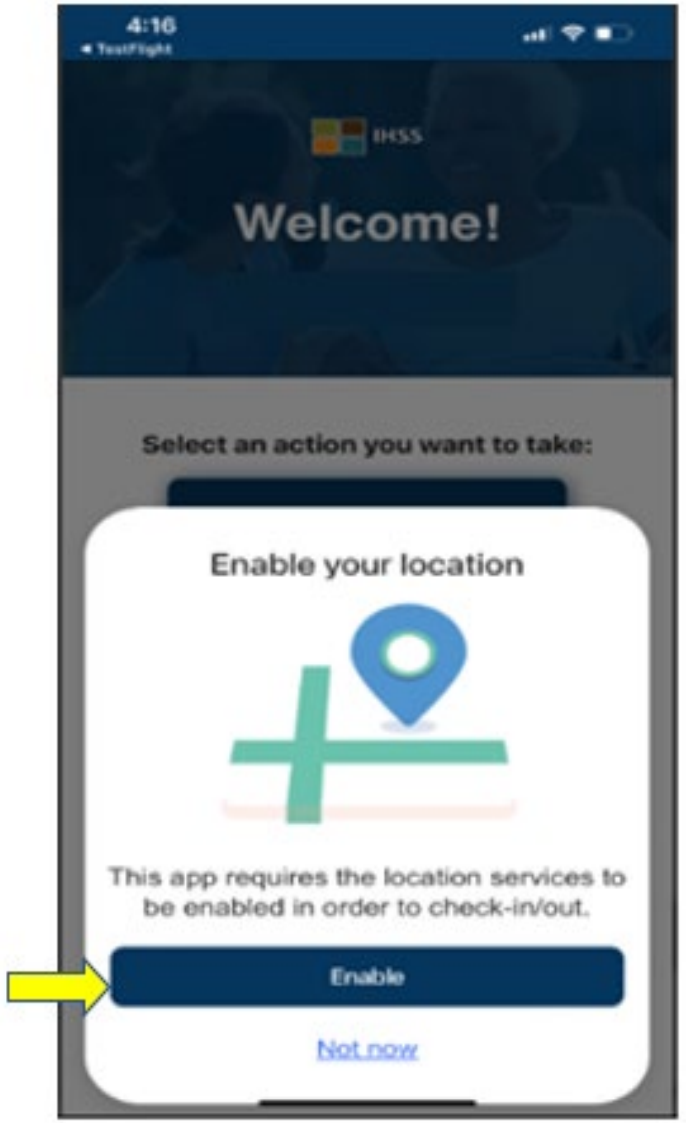
IHSS EVV Mobile App
Home Screen

Once a provider is logged in, they will be taken to the IHSS EVV Mobile App **Home screen**.

Providers will be asked to select the action they want to take: Check-In or Check-Out. To check-in, click on the **Check-In link.**

IHSS EVV Mobile App
Enable Location

After clicking on Check-In, providers will be prompted to enable their location. In order to navigate to the Check-In or Check-Out screens, location services must be enabled for the device. Select "**Enable**" to proceed.



IHSS EVV Mobile App
Enable Location (cont.)

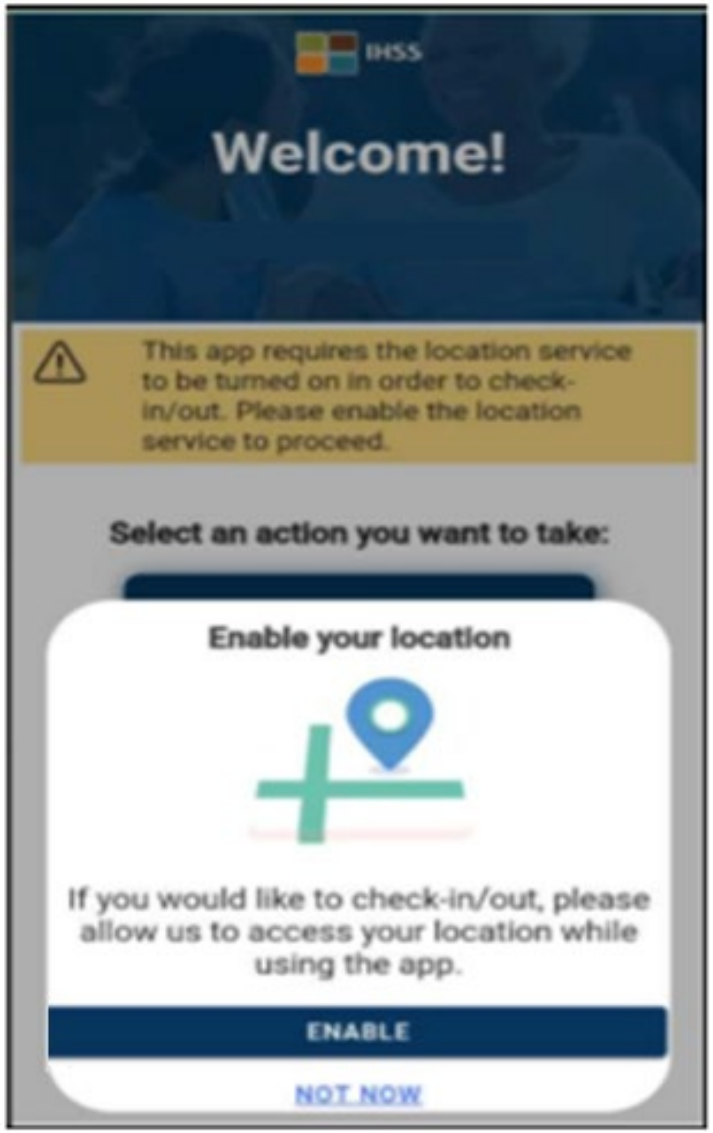
After clicking on “Enable,” the provider will be asked to select one of the following:

- **Allow Once/Only this time**: This allows the IHSS EVV Mobile App to use location services once for the app. The provider will be prompted again each time they access the app to check-in or out.
- **Allow While Using App/While using this app**: This allows the IHSS EVV Mobile App to use location services when the provider is using the app to check-in or out. Providers will not be prompted to enable location.

IHSS EVV Mobile App
Location Not Enabled

What happens if a provider does not enable or share their location?

- The provider will receive a warning message asking them to turn on their location.
- The provider will not be able to continue with the Check-in/Check-out process until they enable their location.



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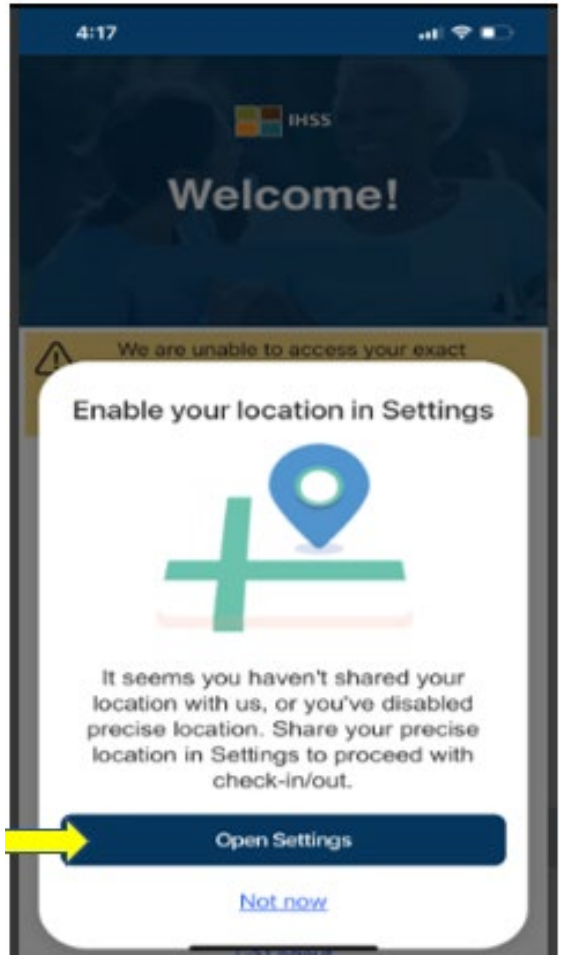
IHSS EVV MOBILE APP: Enable Location in Settings

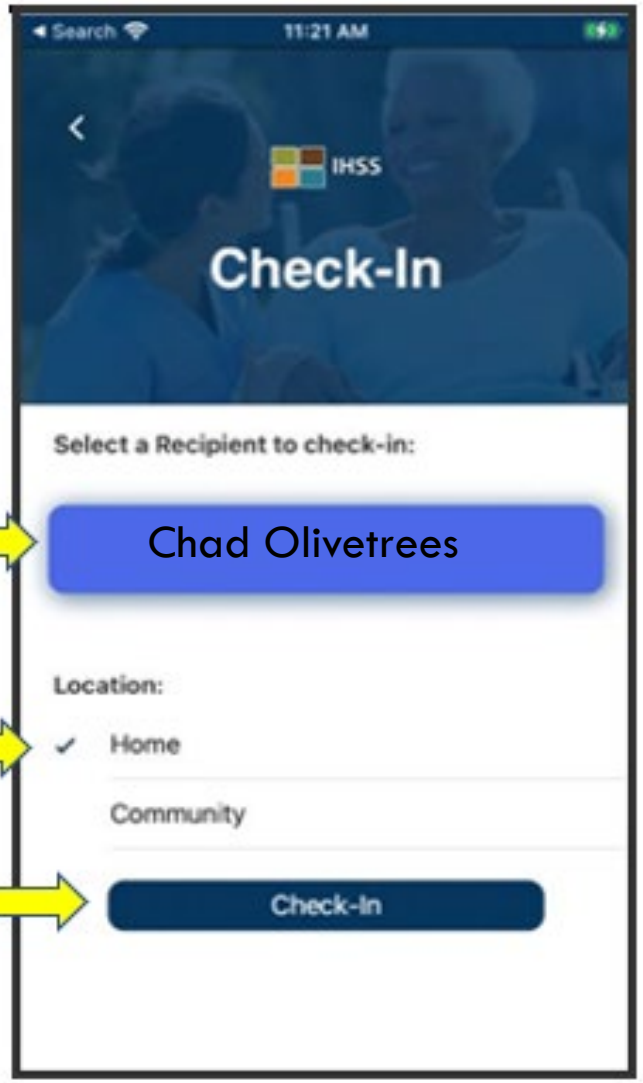
If a provider has not shared their location with the app or disabled the precise location, they will receive a pop-up message asking them to enable the location in Settings.

To enable their location in settings providers will select “Open Settings,” to be directed to the apps location option so they can select their location preference.



IHSS EVV Mobile App

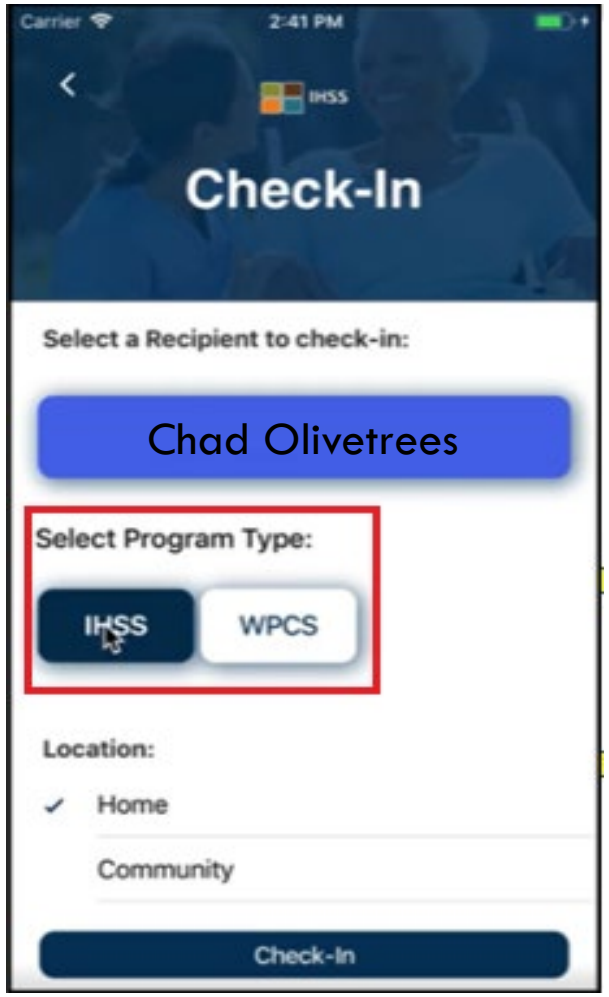
Check-In Screen



On the Check-In screen, providers will see the name(s) of the recipient(s) that they work for. Providers will need to:

- If they work for more than one, select the recipient they want to check-in for,
- Select the **Location: Home** or **Community**,
- Click on the **Check-In** button.

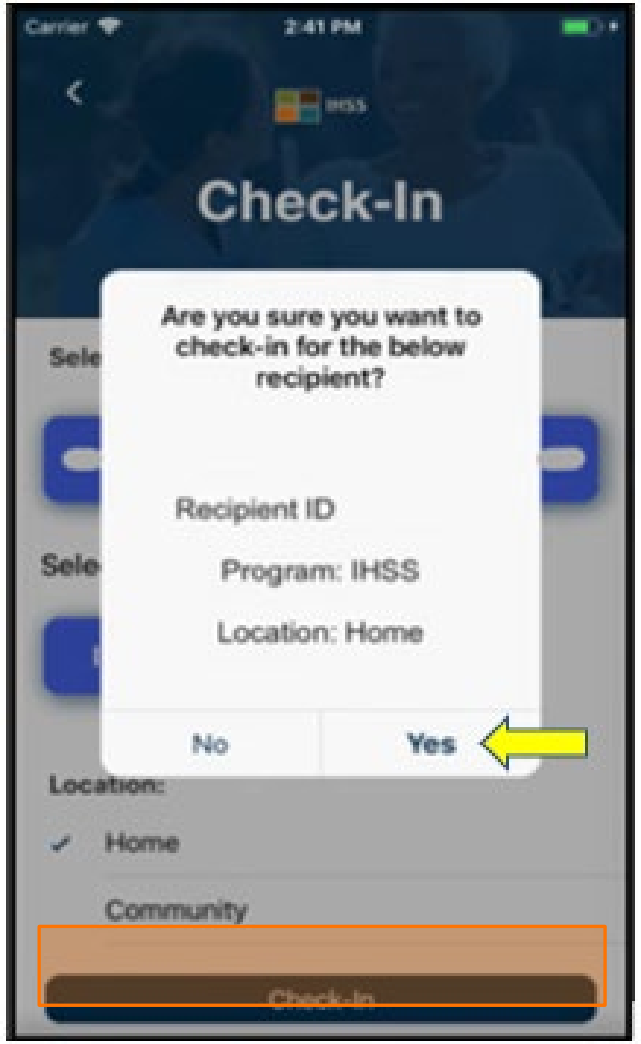
IHSS EVV Mobile App
Check-In Screen (cont.)



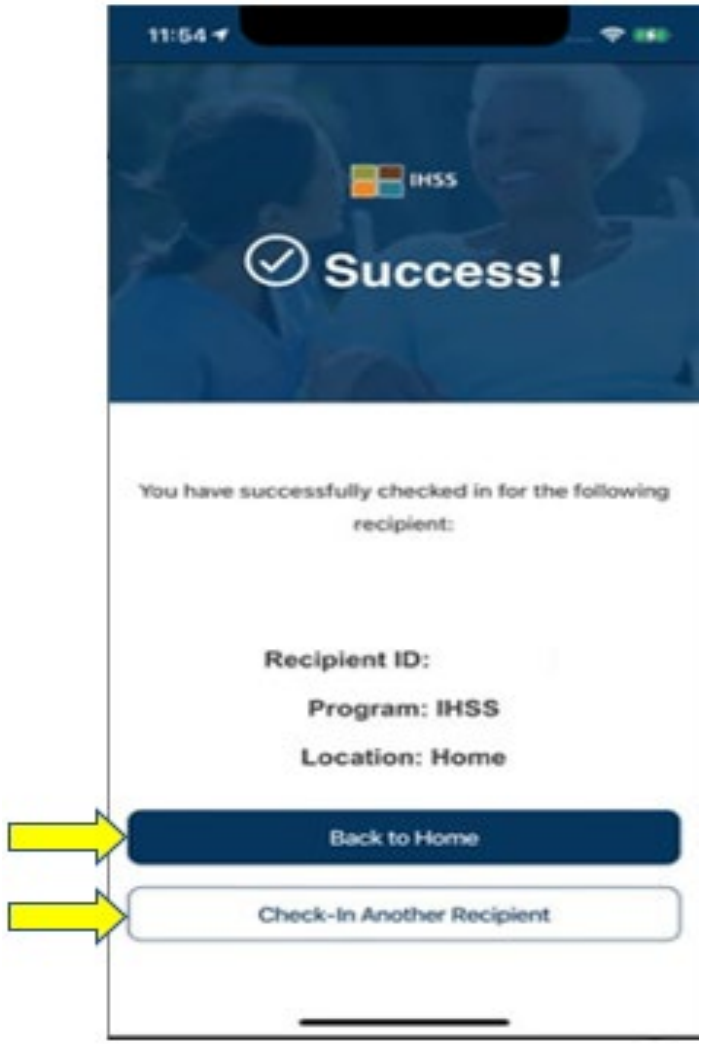
If a recipient is enrolled in both programs (IHSS & WPCS), the select **Program Type** option will be displayed on the Check-In screen. This option will not display if the recipient only receives IHSS.

Providers will select either **IHSS** or **WPCS**.

IHSS EVV Mobile App
Check-In Confirmation



IHSS EVV Mobile App
Check-In Confirmation Success



IHSS EVV Mobile App

Home Screen

Once a provider logs in, they will be taken to the IHSS EVV Mobile App **Home screen**.

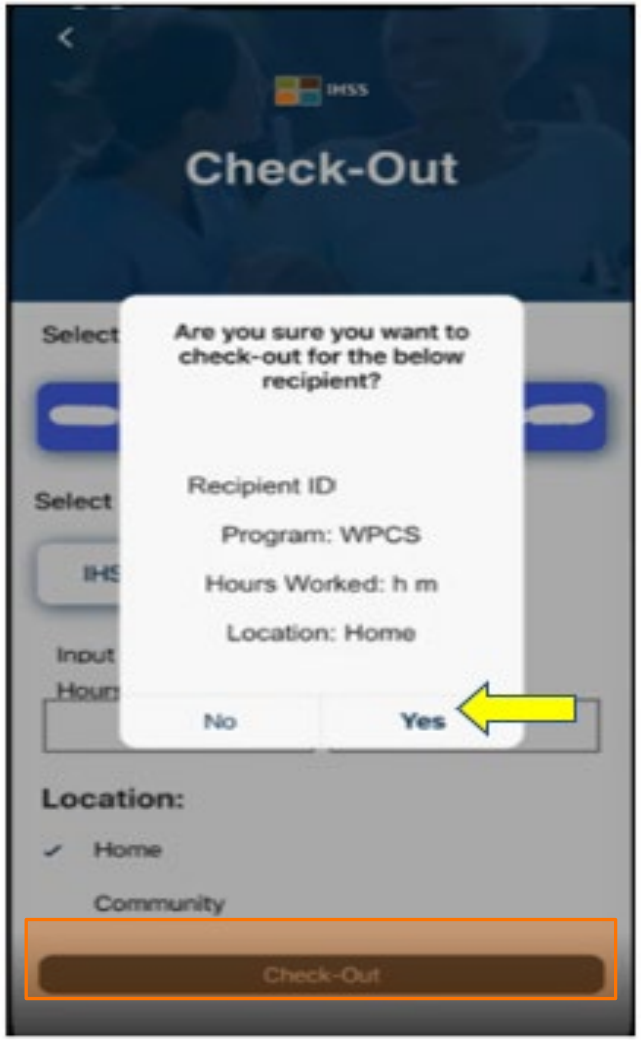
The provider will select the action they want to take: Check-In or Check-Out. To check-out, click on the **Check-Out link.**

IHSS EVV Mobile App
Check-Out

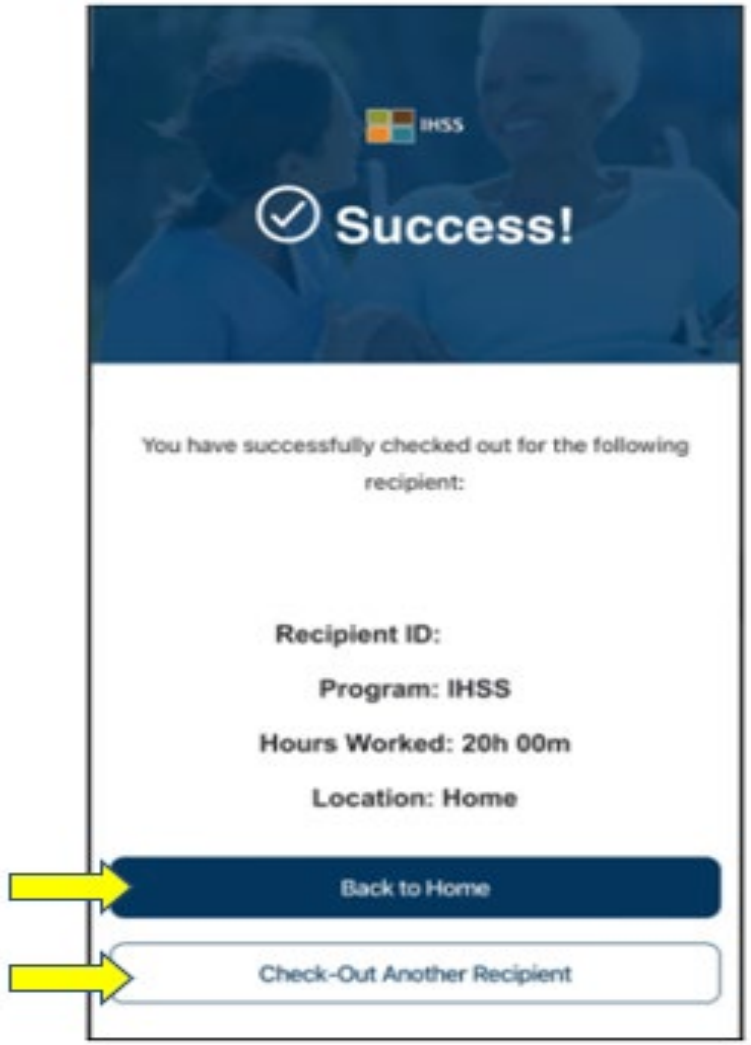
On the Check-Out screen, providers will see the name(s) of the recipient(s) they work for. Providers will need to:

- Select the recipient they want to check-out for,
- Input **Hours Worked** (optional),
- Select the **Location: Home** or **Community**,
- Click on the **Check-Out** button.

IHSS EVV Mobile App
Check-Out Confirmation



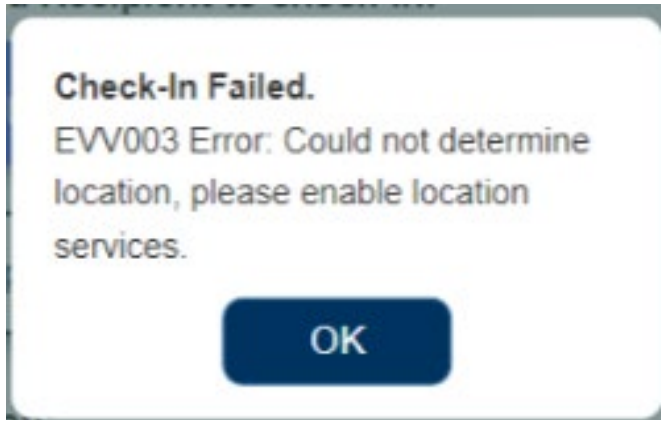
IHSS EVV Mobile App
Check-Out Confirmation Success

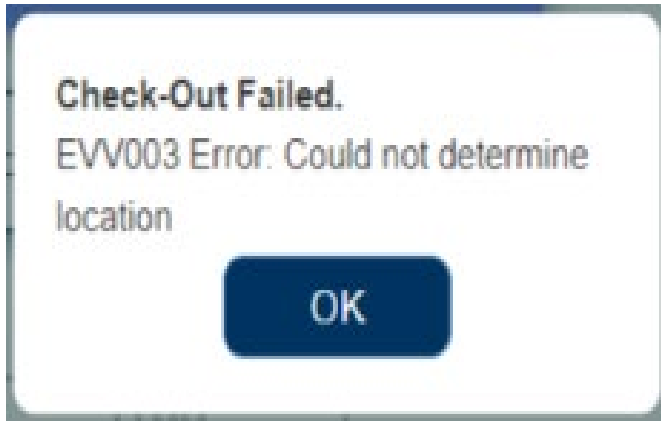


Error Messages
Check-In and Check-Out Failed Pop-up

The following IHSS EVV Check-In and Check-Out Failed pop-up message will display when a provider intentionally turns off the geo-location

When this occurs, the provider will need to click on the "OK" button and they will navigate back to the IHSS EVV Check-In or Check-Out Recipient Selection screen to enable their location or try again.

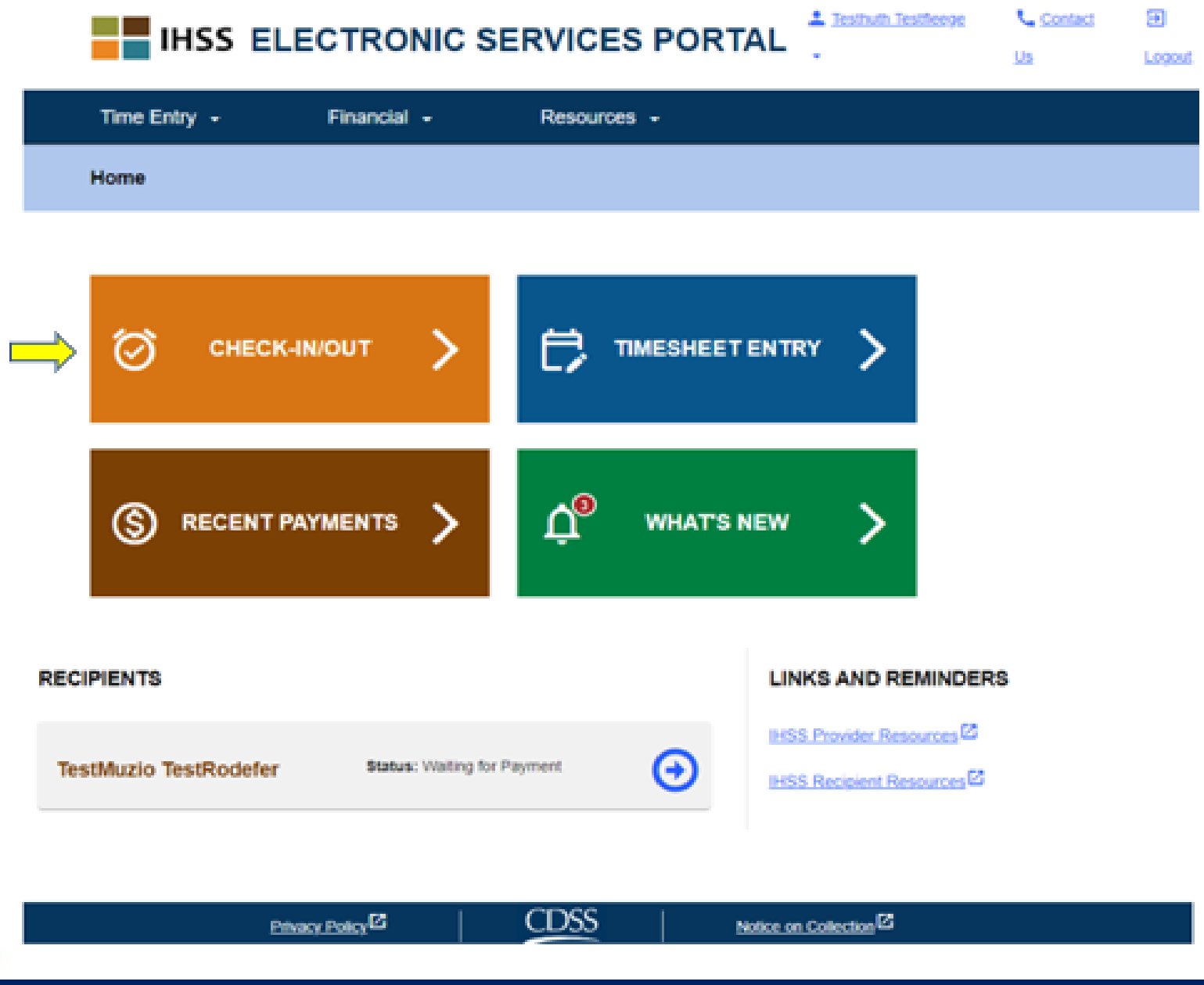




ELECTRONIC VISIT VERIFICATION CHECK-IN/OUT (ESP)

Electronic Services Portal (ESP)

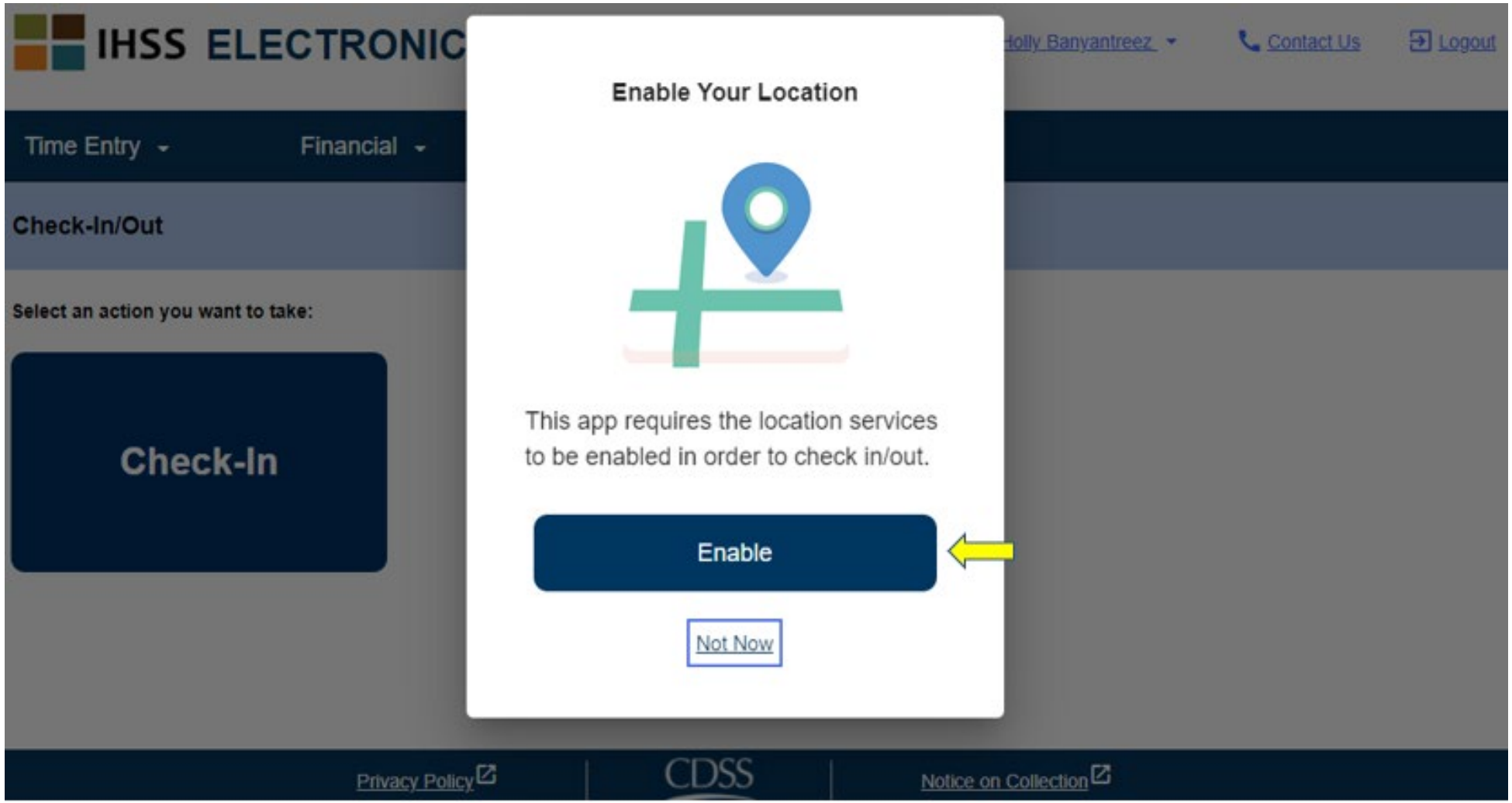
ESP Home Screen (Check-In)



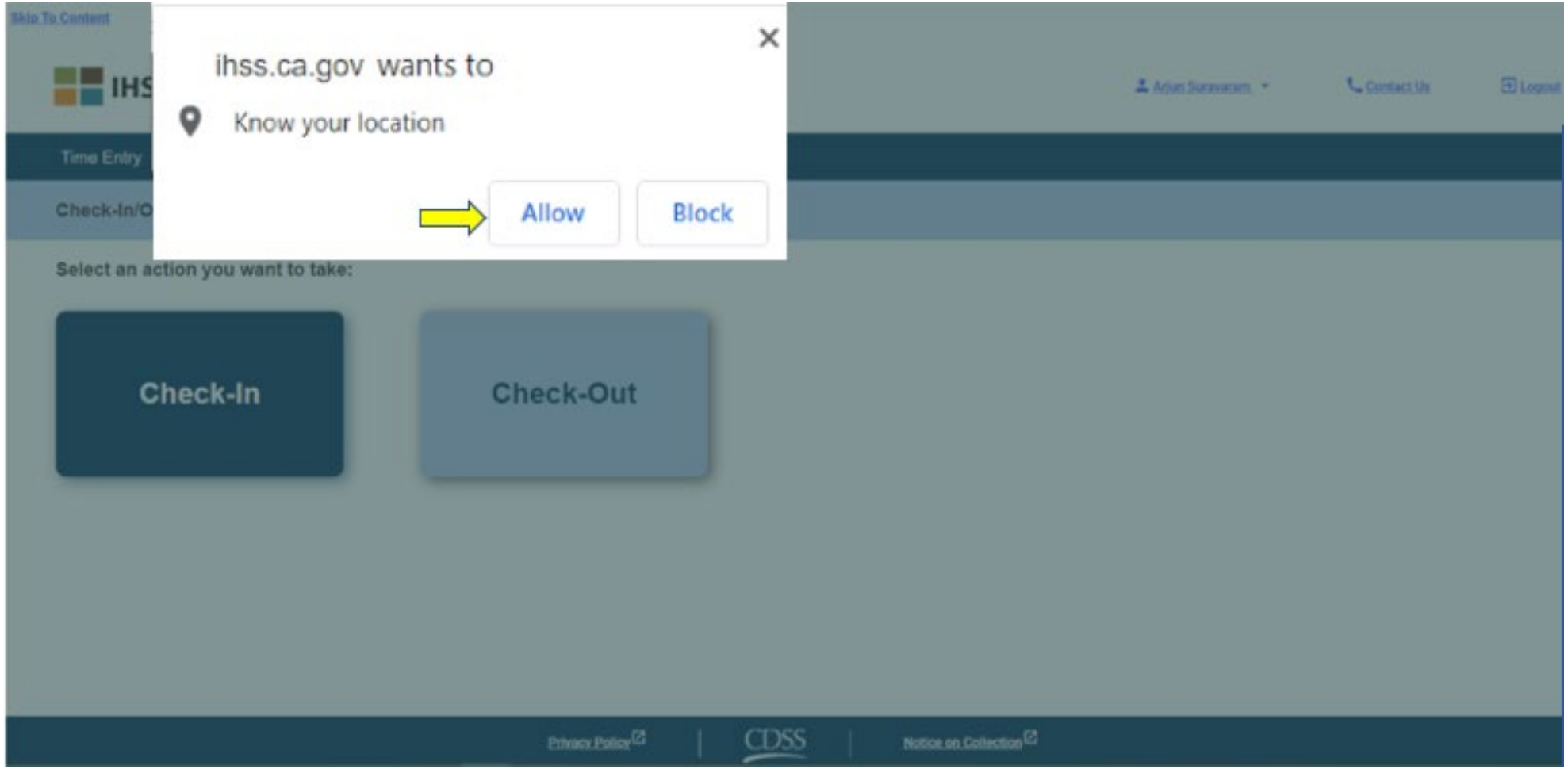
ESP Check-In

Skip To Content
IHSS ELECTRONIC SERVICES PORTAL
Holly Banyantreez
Contact Us
Logout
Time Entry
Financial
Resources
Check-In/Out
Select an action you want to take:
Check-In
Check-Out
Privacy Policy
CDSS
Notice on Collection

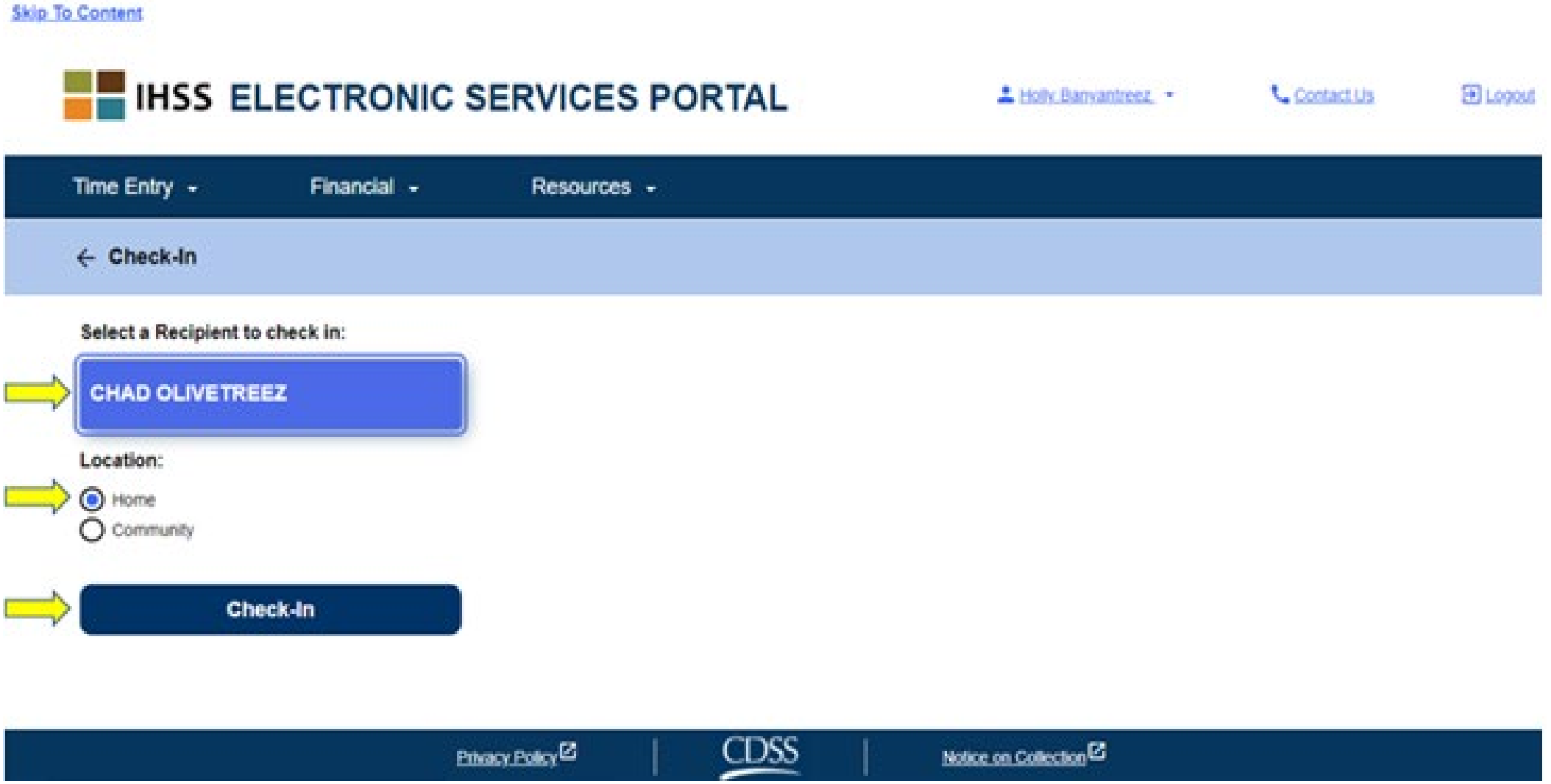
ESP Enable Location



ESP Enable Location (cont.)



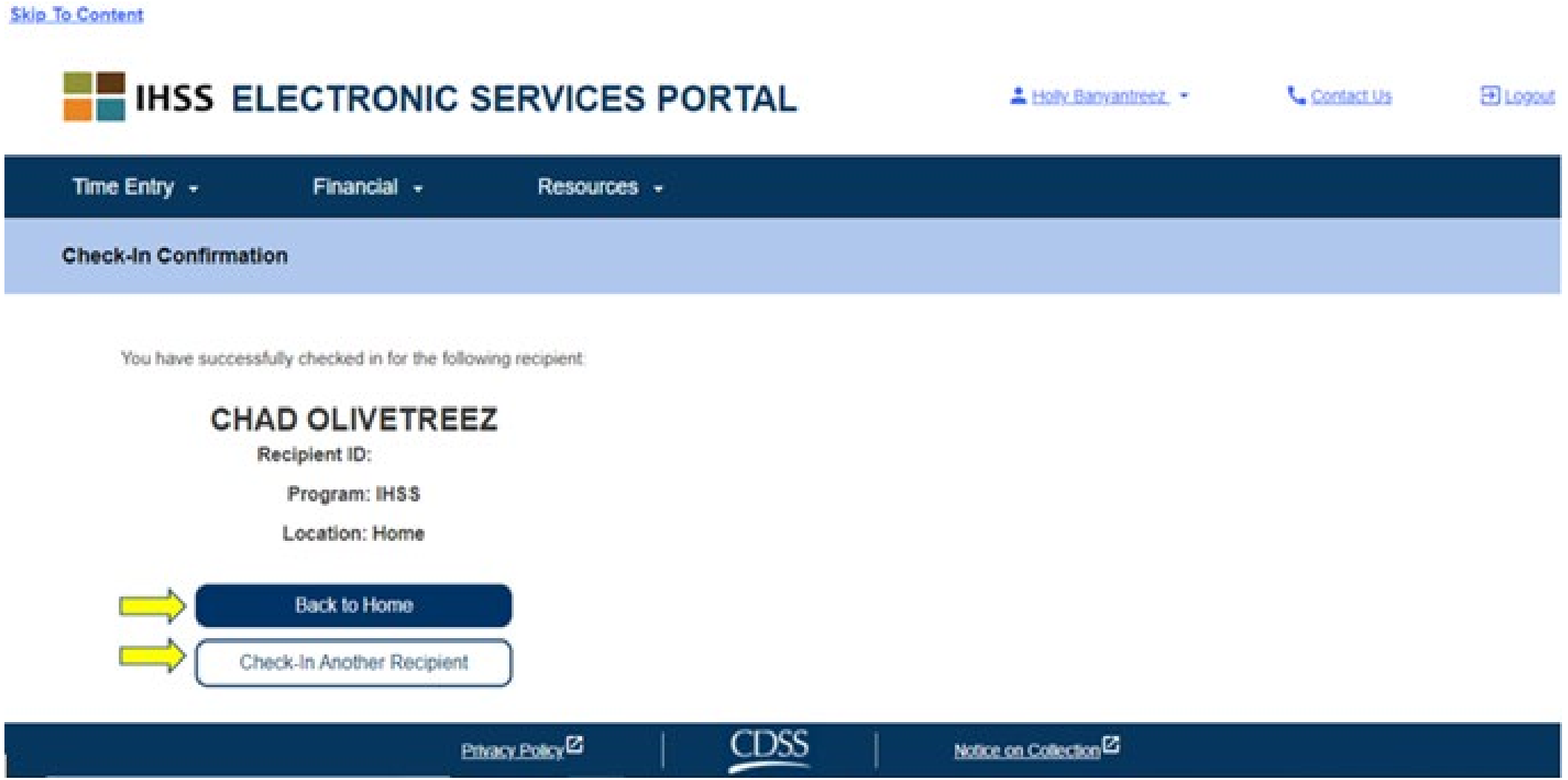
ESP Check-In Screen



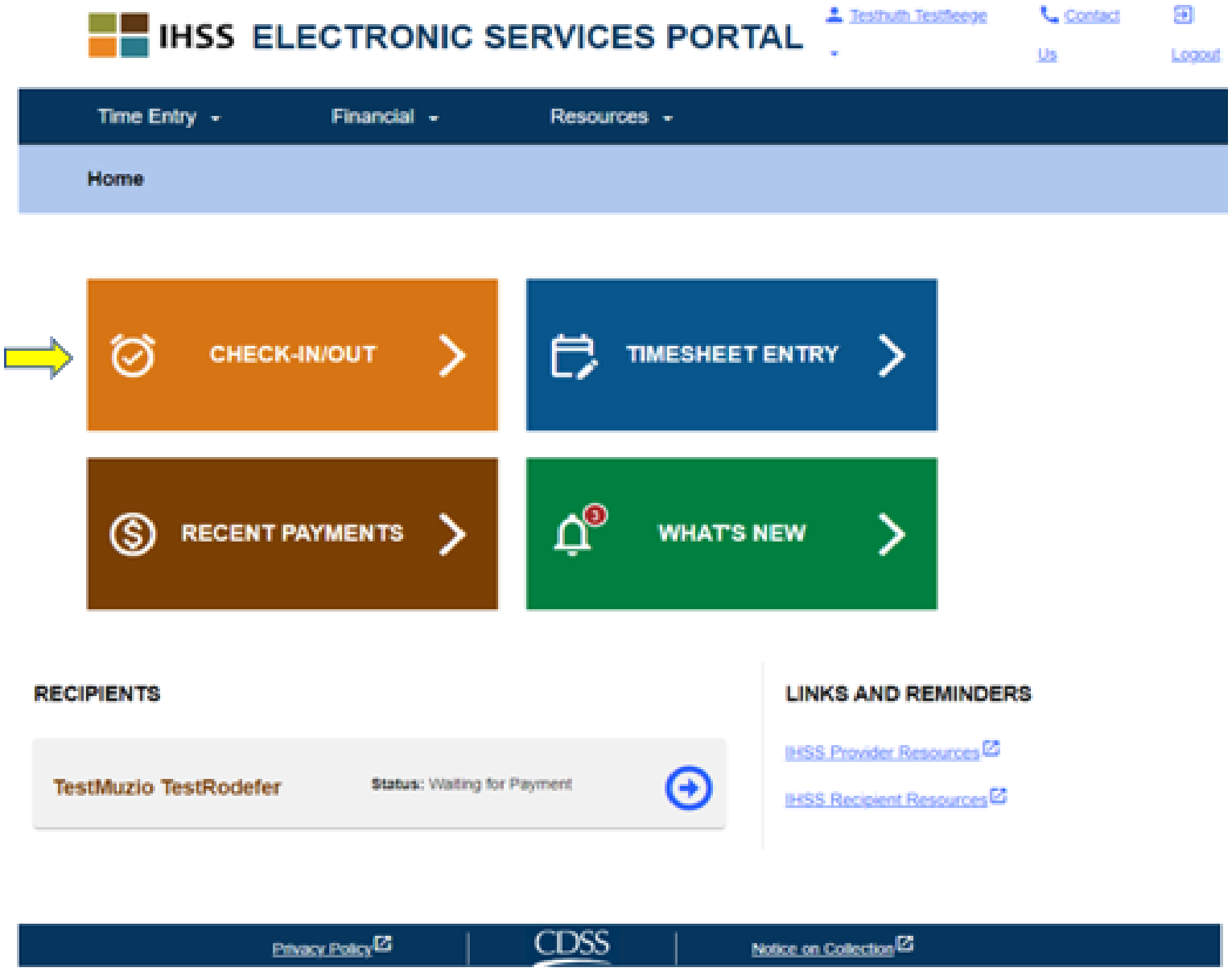
ESP Check-In Screen (cont.)

ESP: Check-In Confirmation Pop-Up

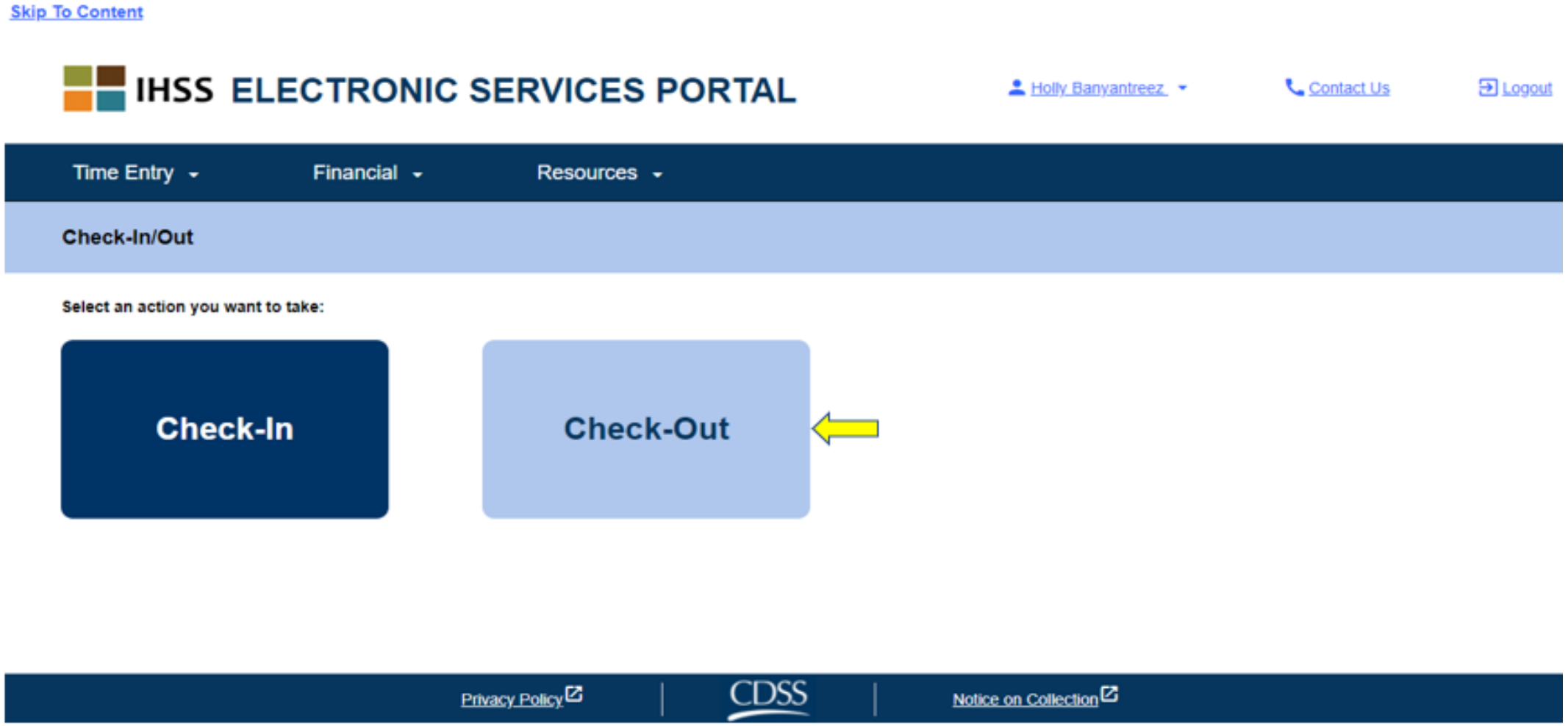
ESP: Check-In Confirmation Screen



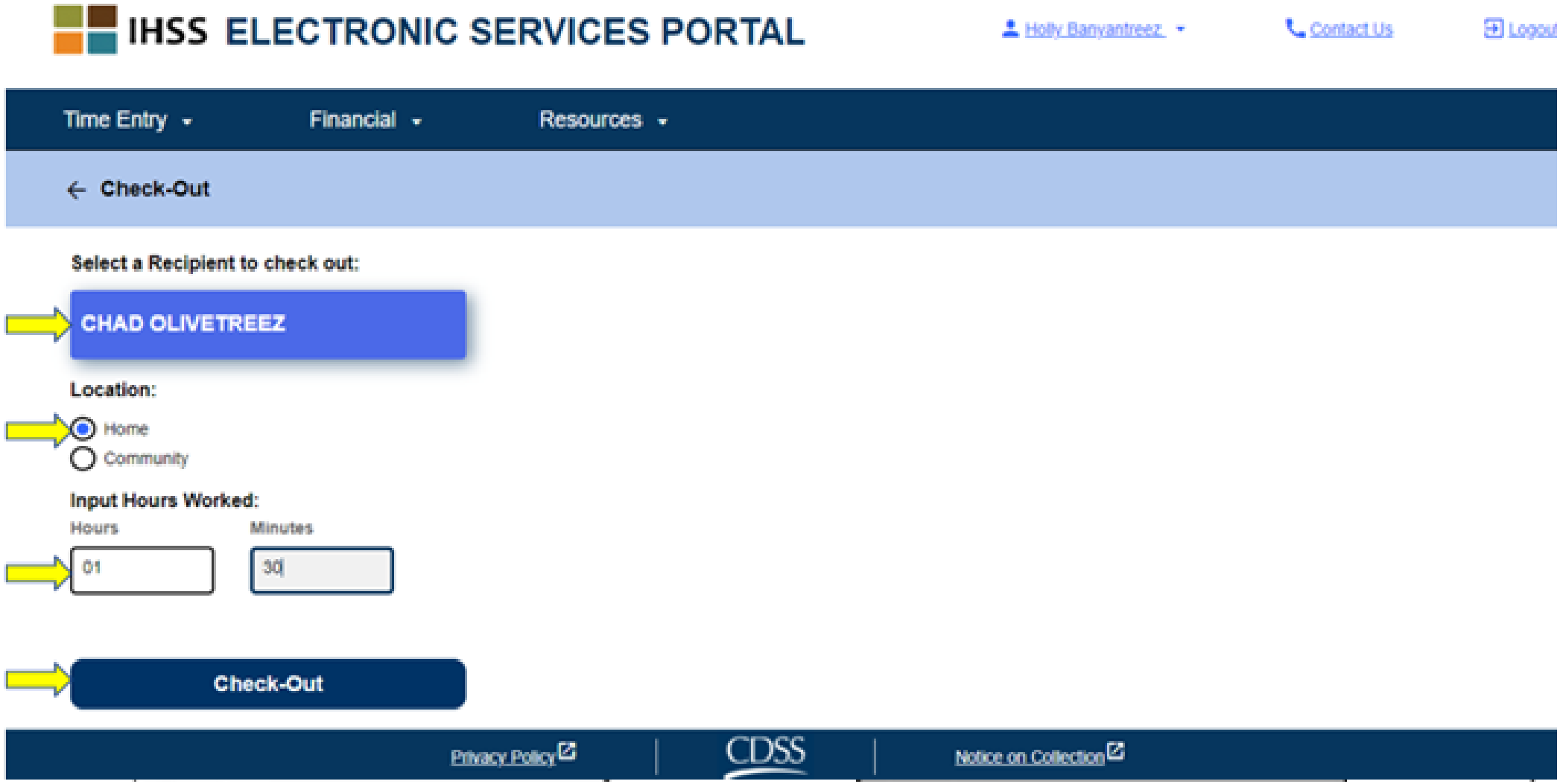
ESP Home Screen (Check-Out)



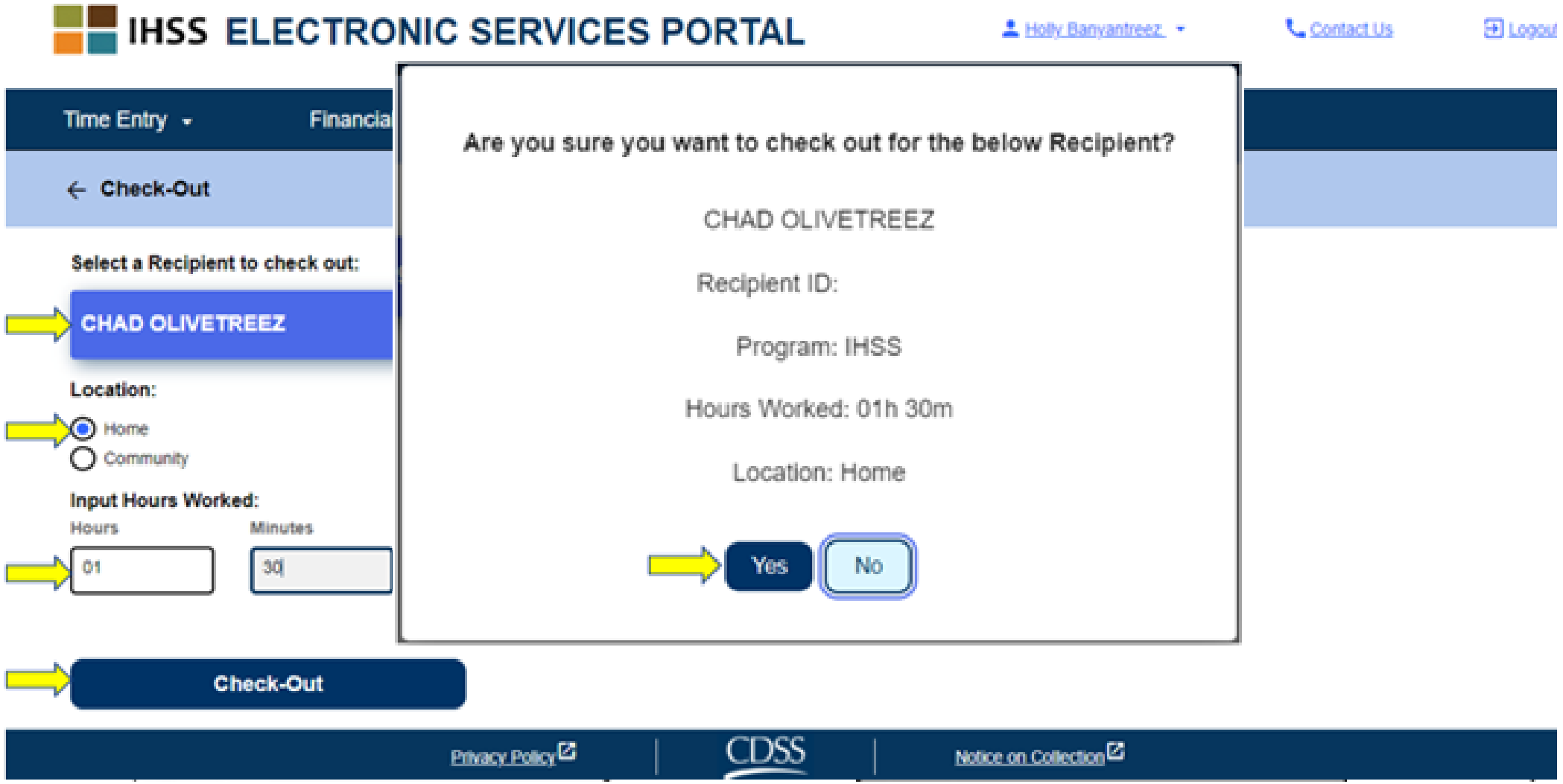
ESP Check-Out



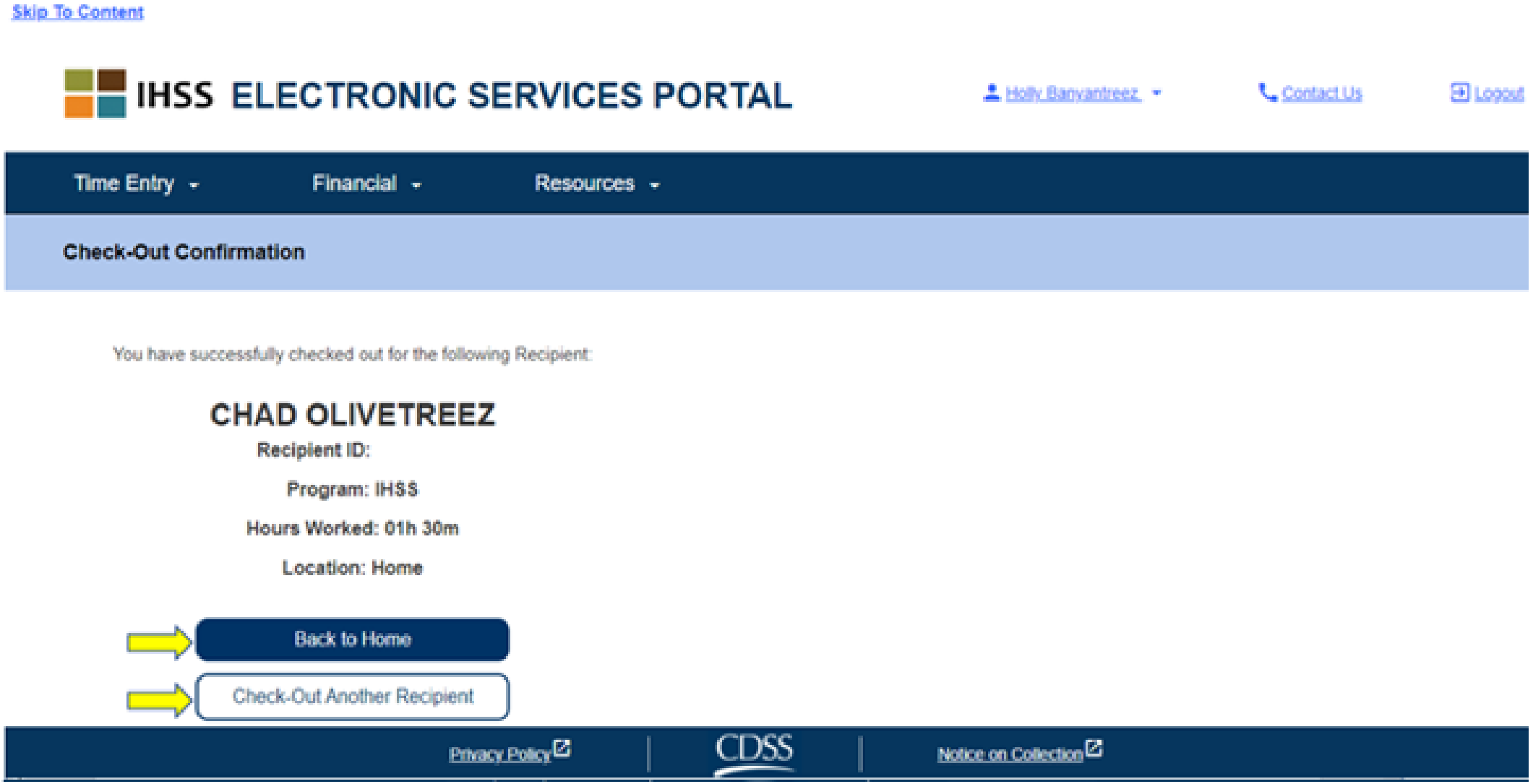
ESP Check-Out (2 of 3)



ESP Check-Out (3 of 3)



ESP Check-Out Confirmation Screen



ELECTRONIC VISIT VERIFICATION CHECK-IN/OUT (TTS)

Telephone Timesheet System (TTS)

Telephone Timesheet System (TTS)

To check-in/out at the start and end of a work shift using the TTS option, Non-Live-In IHSS/WPCS providers must use the recipient's landline phone.

- Providers access the TTS by calling (833) DIAL-EVV or (833) 342-5388 from the recipient’s landline phone.
- Providers be login with their 9-digit provider number and 4-digit passcode just like today.
- We have added new TTS menu options Press ‘6’ to check-in for a Recipient & Press ‘7’ to check-out for a Recipient.

Telephone Timesheet System (TTS) Check–In

To check-in at the start of their workday providers must first log into their TTS account, once they are at the main menu **Press '6**.' Providers will be taken to the Recipient Selection option. The TTS will give the following prompt:

Would you like to check in for *<recipient's name>****?***

Press '1' for Yes, or

Press '2' for No.

To check-in for a selected recipient, **Press '1' for Yes.**

Note: Providers who provide both IHSS and WPCS services for a recipient will be required to check-in for both programs separately.

Next, the provider will be taken to the Location selection option. The TTS will give the following prompt:

Please choose the location you are checking in from.

Press '1' for Home, or

Press '2' for Community.

Telephone Timesheet System (TTS) Check–In cont.

The TTS will ask the provider to verify if the check-in entry is correct or if they would like to edit the entry with the following prompt:

You are checking in for:

Recipient's name

Recipient's case number

Program Type: IHSS or WPCS

Location: Home or Community

If this is correct, press '1', or press '2' to edit this entry.

To confirm the check-in information is correct, **Press '1'**. The check-in has been saved! The provider will return to the Activity menu.

Congratulations! You have successfully checked in for this recipient.

Telephone Timesheet System (TTS) Check –Out

At the end of their workday, the provider will check-out. To check-out at the end of the workday the provider will first log into their TTS account.

Once at the main menu, the provider will select **Press '7' t**o check-out for a recipient.

Providers will be taken to the Recipient Selection option. The TTS will give the following prompts:

Would you like to check-out for *<recipient's name>***?**

Press '1' for Yes, or

Press '2' for No.

To check-out for a selected recipient, **Press '1' for Yes.**

Note: Providers who provide both IHSS and WPCS services for a recipient will be required to check-out for both programs separately.

Next, they will be taken to the Location selection option. The TTS will give the provider following prompt:

Telephone Timesheet System (TTS) Check–Out cont.

Please choose the location you are checking in from.

Press '1' for Home, or

Press '2' for Community.

The TTS will ask the provider to verify if their check-out entry is correct or if they would like to edit the entry with the following prompt:

You are checking out for:

Recipient's name

Recipient's case number

Program Type: IHSS or WPCS

Location: Home or Community

If this is correct, press '1', or press '2' to edit this entry.

To confirm the check-out information is correct, **Press '1'**.

Telephone Timesheet System (TTS) Check–Out (cont.)

The TTS will ask the provider to enter the hours that were worked for the day with the following prompt:

Please enter your hours worked as a two-digit number. For example, if you worked four hours, you would enter '04'. Enter your hours worked followed by the pound (#) key.

Next, the TTS will list the hours the provider entered and ask if they are correct or if the provider would like to edit the entry. If the provider confirms that the hours entered are correct, the TTS will ask them to enter the minutes with the following prompt:

Please enter your minutes worked as a two-digit number. For example, if you worked thirty minutes you would enter '30'. Enter your minutes worked followed by the pound (#) key.

The TTS will list the minutes entered and ask if they are correct or if the provider would like to edit the entry. If confirmed that the minutes entered are correct, the TTS will save the entry and the provider will return to the Activity Menu.

Congratulations! You have successfully checked out for this recipient.

Timesheet Adjustments

What if a provider forgets to check-in and/or check-out?
Providers can check-in/out as soon as they remember. Providers are able to adjust the start time and end time on their timesheet any time before submission.

What if a provider checked-out and goes back to work?
Providers are able to check-in and check-out again. The system will capture the earliest check-in time and latest check-out time to populate their timesheet.

What if a provider submitted their timesheet to a recipient and noticed an error?
This is not any different than it is today. Recipients are able to reject a timesheet for adjustments any time prior to approving it.

There are no penalties for providers who make a mistake during check-in/check-out.

Note: If a provider no longer works for a recipient and the recipient shows up on their list of recipients, the provider should contact their Local County IHSS Office for further assistance**.**

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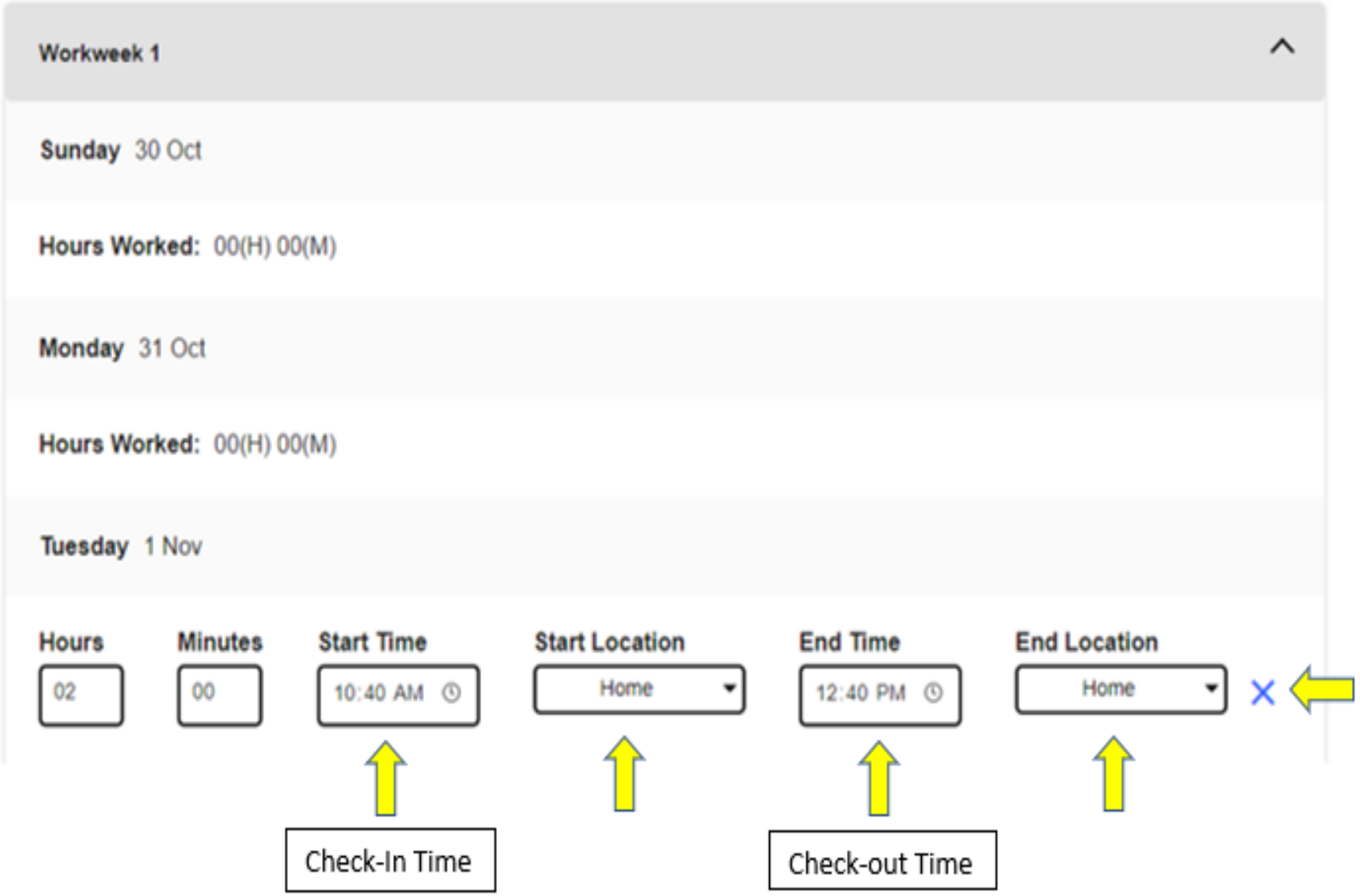
Timesheet Adjustments



To edit the **check-in time**, click on the **start time field** to change the time.

To edit the **check-out time**, click on the **end time field** to change the time.

To edit the **check-in location**, click on the drop-down box under **start location**.

To edit the **check-out location**, click on the drop-down box under **end location**.

To **delete the check-in & check-out** entry entirely, click on the blue "X" on the right-hand side of the screen. This will clear out all fields, which will clear out the check-in/check-out time.

Things to Remember

- Providers will electronically submit their timesheets the same way they do today, through the Electronic Services Portal (ESP) and/or the Telephone Timesheet System (TTS).
- Providers are still paid for hours worked not time between their check in and out.
- There are no penalties for making an error during check-in/check-out.
- Geo-location will only be electronically confirmed at the time the provider checks-in and checks-out from the recipient's home.

Things To Remember (Cont.)

- Geo-location will not be collected throughout the day or when a provider identifies as being in “the community” when they check-in or out.
- The check-in and check-out information entered in the ESP and IHSS EVV Mobile App will auto-populate on provider’s electronic timesheet.
- **There are no impacts to recipients**. The check-in and check-out requirement does not change recipient’s services, how services are provided, or how recipients will approve timesheets.
- **Live-in providers are not required to check-in or check-out.**

Questions

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THANK YOU FOR ATTENDING

IHSS Service Desk for Electronic Services Portal and Electronic Timesheets

866) 376-7066
Monday to Friday 8:00am – 5:00pm

www.etimesheets.ihss.ca.gov

(833) DIAL-EVV or (833) 342-5388